Val Catunao
Captain
Milpitas Fire Department

I want to thank you for the opportunity to provide a FileMaker
migration proposal for Milpitas Fire Department's "Laptop"
databases. The proposed conversion project is fairly straight
forward, and is organized with two different development options,
from which you may select.

We are utilizing the best tools to streamline the conversion
process, which should minimize the necessary conversion time, and
identify any conversion issues that need to be corrected by RCC.

Please feel free to contact myself regarding changes to this
proposal as you feel are necessary.

Best Regards,

Richard Carlton
CEO / Senior Engineer
FileMaker 8 Certified Engineer
FileMaker Partner Certified

Proposal for the FileMaker 8 Migration
of existing Milpitas Fire Department Laptop Databases

This proposal sets forth the objectives, documents, and procedures for providing the Milpitas Fire Department FileMaker 8 migration project. This proposal also identifies Richard Carlton Consulting's respective responsibilities during each phase of the engagement and provides Richard Carlton Consulting's quoted fees.

Scope of Services
Richard Carlton Consulting will provide migration services for the "Laptop" FileMaker Pro database system currently in use by Milpitas Fire Department. Richard Carlton Consulting offers consulting services based on a time and material basis and on a fixed cost proposal. This document outlines two separate fixed cost development projects, allowing MFD to select the option that best meets its needs. Both projects provide migration services to FileMaker 8, however one provides improved performance and security administration.

OPTION ONE

   FileMaker 8 Migration without Consolidation

   1. Customer makes a copy of the production FileMaker PRO environment and provides this to RCC.

   2. RCC performs the upgrade to FM 8 from FM 5/6 addressing technical issues impacting conversion and application functionality. RCC provides Milpitas Fire Department with a list of the technical issues addressed. Data from the original database is left intact. No production application changes may take place to the "live" database which is still running, once a copy of the database is provided to RCC for conversion.

           (a) Utilize FileMaker Pro 6 Design Database Report to create report of old solution

(b) Utilize Meta Data magic software to preemptively fix bad file references that collect in FileMaker Pro.

(c) Perform Conversion of the files to FileMaker Pro 8.

(d) Load the Conversion Log into the Meta Data Magic Log analyzer to report on conversion issues

(e) Work through identified conversion issues.

(f) Clean up Security accounts/passwords.

3. RCC provides customer with the converted FM 8 application which customer installs in a development/test environment. FileMaker Server 8 and FileMaker Server 5/6 cannot co-exist on the same server. The newly migrated database, has outdated information, but is sufficient for testing by the customer staff. The "live" database continues to run and is not affected by these actions.

4. Customer initiates testing with the development/test converted FM 8 database.

5. RCC addresses technical issues resulting from testing by customer. Customer continues to test until issues have been resolved. (This process should take less than two weeks).

6. At an agreed upon date, the production version is implemented:

a. The "live" production database is shutdown.

b. The current 5/6 "live" production FM application is archived onto CD/DVD safety.

c. The Upgraded FM 8 version is copied to the production environment.

d. The production data from the old 5/6 database is imported.

e. Automatic Serial numbers are reset on ALL tables

f. The new FM8 database is made "live" and the old 5/6 database is no longer available or only available in a read on fashion. Users cannot make data changes to the 5/6 version for any reason.

g. Users revalidate the current FM 8 version with production data.

e. The new FM 8 production version is certified.

7. RCC maintains its relationship with customer addressing any potential technical issues.

Detect Technical Issues that Must be Addressed During Conversion

An analysis run on Metadata Magic revealed a total of "data errors" (that is defects in the existing schema, with 1370 incidents; of which

339 are unknown elements in a field, portal or button,

16 incidents of unknown value lists components,

914 incidents where a script step is missing, and

101 incidents where a related file or field was missing or field types do not match.

None of the data errors affect the conversion. However, it would behoove the client to determine if the unknown elements should be fixed or deleted.

Metadata Magic identified 2474 instances where a conversion problem may occur and needs to be attended to.

124 hours addressing the issues pre-conversion,
2 hours testing and covering post-conversion issues,
10 hours for data importation of legacy FileMaker data.

Total Basic Migration time: 136 Hours or $13,600

OPTION TWO

FileMaker 8 Migration with Consolidation: Increased Migration Costs, greatly improved security, performance, and ease of administration.

The steps for option two are essentially the same as options one except during the migration:

- Consolidated Tables, Script and Layouts, for Easier Maintenance and faster performance.
- Consolidated Security System. Changing a database password can now be done in 10 seconds, versus several hours for a multiple file database system (like the current MFD database).
- Fewer Scripts, easier to manage, since repetitive scripts are removed.

413 hours addressing the issues pre-conversion,
7 hours allowed for testing and fixes.
10 hours for data importation of legacy FileMaker data.

Total Consolidation time: 430 Hours or
$43,000

MILPITAS FIRE DEPARTMENT Responsibilities

The project's nature will demand significant involvement by
Milpitas Fire Department Staff. To achieve a smooth and
successful transition, Milpitas Fire Department Staff will be
responsible for performing the following:

1. Provide a copy of ALL necessary files before project begins.
   Please send the latest copies.

2. Provide username/password combinations for user access.
   Include both current passwords, and your new preferred
   username/password combinations.

3. Provide Richard Carlton Consulting with any updated
   information or document changes that may arise throughout the
   project.

Project Changes
Milpitas Fire Department Staff may issue change requests in
writing to Richard Carlton Consulting. Richard Carlton
Consulting reserves the right to adjust the Project Estimate, as
specified under **Professional Fees,** to accommodate any increase
or decrease in costs due to the agreed upon change.
      Milpitas Fire Department Staff may order Richard Carlton
Consulting to suspend or delay the work for a specified period
of time as Milpitas Fire Department Staff determines to be
convenient. If Milpitas Fire Department Staff suspends or
delays work for an unreasonable period of time, Richard Carlton
Consulting will submit an adjustment on the Project Estimate for
any increase in expenses necessarily caused by such unreasonable
suspensions or delays. Richard Carlton Consulting reserves the
right to request an Invoice for Payment be made on all work
completed up to Milpitas Fire Department Staff's order to
suspend or delay the Contract Work.
      Richard Carlton Consulting reserves the right to extend the
project completion date if Milpitas Fire Department Staff
suspends, delays, or orders significant changes to the original
proposal.
      Richard Carlton Consulting reserves the right to halt
development processes if timely payments are not made by the
client. Such a halt in development will automatically extend
any delivery dates or deadlines, as the client has not met the
contracted payment agreement schedule.

Schedule of Delivery & Payment – OPTION ONE (no consolidation)
After receiving a signed purchase order or this document signed, Richard Carlton Consulting will commence conversion/migration activities on the old database system. Estimated Time to completion is about 4 weeks. Total payments are $13,600.00. Payment Terms:

$2,600.00 at beginning of Project
$8,000.00 at completion of basic migration, and upload to Milpitas Fire Department test server.
$3,000.00 at project completion and completion of user acceptance testing.
Customers have the option of payment by check, or credit card (Visa or Mastercard).

All payments are due Net 15. If payment has not been received by 30 days after the submission of the invoice, all development processes will be halted. If work is halted, any deadlines listed in this document or in change orders, will be automatically extended to cover the time that work has been halted.

Richard Carlton Consulting is a certified small business with the State of California.

Schedule of Delivery & Payment – OPTION TWO (consolidation)
After receiving a signed purchase order or this document signed, Richard Carlton Consulting will commence conversion/migration activities on the old database system. Estimated Time to completion is about 8 weeks. Total payments are $43,000.00. Payment Terms:

$5,000.00 at beginning of Project
$30,000.00 at completion of basic migration, and upload to Milpitas Fire Department test server.
$5,000.00 at completion of final data import.
$3,000.00 at project completion and completion of user acceptance testing.
Customers have the option of payment by check, or credit card (Visa or Mastercard).

All payments are due Net 15. If payment has not been received by 30 days after the submission of the invoice, all development processes will be halted. If work is halted, any deadlines listed in this document or in change orders, will be

automatically extended to cover the time that work has been halted.

Richard Carlton Consulting is a certified small business with the State of California.

Limitations and Caveats

This proposal does not include SQL conversion/migration/support work.

This proposal does not include conversion work for any Web Publishing.

This proposal assumes that all the databases reside on the same server, and the plugins are not being used with the system.

Starting the Development
This proposal may outline a proposed schedule for development, testing and delivery. However these items are subject to change by RCC, based upon the date of receipt of Purchase Order or other legal authorizing document from Milpitas Fire Department. No development may begin until the Purchase Order or other legal authorizing document is received and is on file at RCC's office in Fairfield, California.

Ownership of Software
This project does not use any software or programs owned by RCC, therefore all work on this proposal is "work for hire." As such, the Milpitas Fire Department will own all rights to the software.   RCC will retain no rights to the database, other than those from promotional purposes.

Ongoing Support & Maintenance after Acceptance Period
This proposal does not include a maintenance agreement. Richard Carlton Consulting offers a variety of long term maintenance support agreements. (Example: Some of Richard Carlton Consulting's existing customers elect to purchase 5 hours a month of Service to allow for improvements, and upgrades for their existing databases.) A separate agreement will be necessary for arranging long term maintenance needs.

Acceptance Period
The acceptance period is a two week period by which the customers are required to test the functionality of the system and determine any "known bugs." At the end of this period, final payment is due to RCC.

If bugs are found during this period, the bug will be corrected by RCC, and the Acceptance period will be extended the number of days required to fix the bug. Finding bugs during this period is NOT uncommon, however "due diligence" by the customer in testing the software is required.

Bugs that are found must be bugs that are newly introduced with the converted database, not bugs or issues that existed in the old database.

General Computer Support Issues
Richard Carlton Consulting staffs a number of professionals, some of whom are Microsoft Certified System Engineers (MCSE).   This project does not contain use of MCSEs to trouble shoot network, software, or hardware problems. The database engineers utilized on this project are not MCSE rated, and therefore cannot assist in trouble shooting problems, other than those directly relating to the database itself. If one or more client computers, including desktop systems or servers cannot run FileMaker Pro software, then it is the customers responsibility to troubleshoot these systems, or provide replacement systems that operate with the FileMaker Pro software. FileMaker Pro software has been certified by Microsoft Corporation for use on Windows 2000/2003, and XP.

Documentation
Documentation is not included with this project and is available at extra cost.

Closing
Richard Carlton Consulting sincerely appreciates the opportunity
to assist Milpitas Fire Department in its database development
needs. If the foregoing is in accordance with Milpitas Fire
Department understanding, please sign and return the following:
signed purchase order. Upon receipt of the above, we will
immediately commence engagement activities.

Sincerely,

Richard Carlton
CEO, Senior Engineer

_____
Signature (Milpitas Fire Department**)**

_____
Title

_____
Date

APPENDIX A: Communications Protocals:

1. The engineers working this project are Dave Henderson and are best contacted during the hours of 10AM to 6PM at (707) 422-4053. If difficulty in contacting staff occurs, please call the main RCC office at (707) 422-4053.

2. Client must specify a primary contact for the project, and the preferred method of communications, Phone, Fax, or Email. RCC assumes clients have the ability to open and view PDF documents, i.e. Adobe acrobat Documents as well as Microsoft Word documents.

3. Change Order Procedure: If a request is made by a customer that RCC believes constitutes a "change order," RCC will issue a PDF document to the customer, describing the nature of the change, with the amount of hour and dollars required to complete the change. This document may also indicate a new "completion date" or outline delivery date changes caused by the PDF. This document must be signed and faxed back to RCC.

Val Catunao
Chief
Milpitas Fire Department

I want to thank you for the opportunity to provide a FileMaker
migration proposal for Milpitas Fire Department's "Main Desktop"
databases. The proposed conversion project is fairly straight
forward, and is organized with two different development options,
from which you may select.

We are utilizing the best tools to streamline the conversion
process, which should minimize the necessary conversion time, and
identify any conversion issues that need to be corrected by RCC.

Please feel free to contact myself regarding changes to this
proposal as you feel are necessary.

Best Regards,

Richard Carlton
CEO / Senior Engineer
FileMaker 8 Certified Engineer
FileMaker Partner Certified

Proposal for the FileMaker 8 Migration
of existing Milpitas Fire Department Databases

This proposal sets forth the objectives, documents, and
procedures for providing the Milpitas Fire Department FileMaker
8 migration project. This proposal also identifies Richard
Carlton Consulting's respective responsibilities during each
phase of the engagement and provides Richard Carlton
Consulting's quoted fees.

Scope of Services
Richard Carlton Consulting will provide migration services for
the "Main Desktop" FileMaker Pro database system currently in
use by Milpitas Fire Department. Richard Carlton Consulting
offers consulting services based on a time and material basis
and on a fixed cost proposal. This document outlines two
separate fixed cost development projects, allowing MFD to select
the option that best meets its needs. Both projects provide
migration services to FileMaker 8, however one provides improved
performance and security administration.

OPTION ONE

   FileMaker 8 Migration without Consolidation

   1. Customer makes a copy of the production FileMaker PRO
   environment and provides this to RCC.

   2. RCC performs the upgrade to FM 8 from FM 5/6 addressing
   technical issues impacting conversion and application
   functionality. RCC provides Milpitas Fire Department with a
   list of the technical issues addressed. Data from the
   original database is left intact. No production application
   changes may take place to the "live" database which is
   still running, once a copy of the database is provided to
   RCC for conversion.

         (g) Utilize FileMaker Pro 6 Design Database Report to
            create report of old solution

(h) Utilize Meta Data magic software to preemptively fix bad file references that collect in FileMaker Pro.
(i) Perform Conversion of the files to FileMaker Pro 8.
(j) Load the Conversion Log into the Meta Data Magic Log analyzer to report on conversion issues
(k) Work through identified conversion issues.
(l) Clean up Security accounts/passwords.

3. RCC provides customer with the converted FM 8 application which customer installs in a development/test environment. FileMaker Server 8 and FileMaker Server 5/6 cannot co-exist on the same server. The newly migrated database, has outdated information, but is sufficient for testing by the customer staff. The "live" database continues to run and is not affected by these actions.

4. Customer initiates testing with the development/test converted FM 8 database.

5. RCC addresses technical issues resulting from testing by customer. Customer continues to test until issues have been resolved. (This process should take less than two weeks).

6. At an agreed upon date, the production version is implemented:
     a. The "live" production database is shutdown.
     b. The current 5/6 "live" production FM application is archived onto CD/DVD safety.
     c. The Upgraded FM 8 version is copied to the production environment.
     d. The production data from the old 5/6 database is imported.
     e. Automatic Serial numbers are reset on ALL tables
     f. The new FM8 database is made "live" and the old 5/6 database is no longer available or only available in a read on fashion. Users cannot make data changes to the 5/6 version for any reason.
     g. Users revalidate the current FM 8 version with production data.
     e. The new FM 8 production version is certified.

7. RCC maintains its relationship with customer addressing any potential technical issues.

Detect Technical Issues that Must be Addressed During Conversion

An analysis run on Metadata Magic revealed a total of "data errors" (that is defects in the existing schema, with 651 incidents; of which
444 are unknown elements in a field, portal or button,
41 incidents of files not being closed properly,
129 incidents of missing script steps, and
37 incidents where a related file or field was missing or field types do not match.

None of the data errors affect the conversion. However, it would behoove the client to determine if the unknown elements should be fixed or deleted.

Metadata Magic identified 2178 instances where a conversion problem may occur and needs to be attended to.

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108 hours addressing the issues pre-conversion,
2 hours allowed for testing and fixes.
20 hours for data importation of FileMaker data.
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Total time: 130 Hours or $13,000

OPTION TWO

FileMaker 8 Migration with Consolidation: Increased Migration Costs, greatly improved security, performance, and ease of administration.

The steps for option two are essentially the same as options one except during the migration:

- Consolidated Tables, Script and Layouts, for Easier Maintenance and faster performance.
- Consolidated Security System. Changing a database password can now be done in 10 seconds, versus several hours for a multiple file database system (like the current MFD database).
- Fewer Scripts, easier to manage, since repetitive scripts are removed.

356 hours addressing the issues pre-conversion,
4 hours allowed for testing and fixes.
20 hours for data importation of FileMaker data.

Total time: 380 Hours or $38,000

MILPITAS FIRE DEPARTMENT Responsibilities

The project's nature will demand significant involvement by Milpitas Fire Department Staff. To achieve a smooth and successful transition, Milpitas Fire Department Staff will be responsible for performing the following:

4. Provide a copy of ALL necessary files before project begins. Please send the latest copies.

5. Provide username/password combinations for user access. Include both current passwords, and your new preferred username/password combinations.

6. Provide Richard Carlton Consulting with any updated information or document changes that may arise throughout the project.

Project Changes
Milpitas Fire Department Staff may issue change requests in writing to Richard Carlton Consulting. Richard Carlton Consulting reserves the right to adjust the Project Estimate, as specified under **Professional Fees,** to accommodate any increase or decrease in costs due to the agreed upon change.

Milpitas Fire Department Staff may order Richard Carlton Consulting to suspend or delay the work for a specified period of time as Milpitas Fire Department Staff determines to be convenient. If Milpitas Fire Department Staff suspends or delays work for an unreasonable period of time, Richard Carlton Consulting will submit an adjustment on the Project Estimate for any increase in expenses necessarily caused by such unreasonable suspensions or delays. Richard Carlton Consulting reserves the right to request an Invoice for Payment be made on all work completed up to Milpitas Fire Department Staff's order to suspend or delay the Contract Work.

Richard Carlton Consulting reserves the right to extend the project completion date if Milpitas Fire Department Staff suspends, delays, or orders significant changes to the original proposal.

Richard Carlton Consulting reserves the right to halt development processes if timely payments are not made by the client. Such a halt in development will automatically extend any delivery dates or deadlines, as the client has not met the contracted payment agreement schedule.

Schedule of Delivery & Payment – OPTION ONE (no consolidation)

After receiving a signed purchase order or this document signed, Richard Carlton Consulting will commence conversion/migration activities on the old database system.   Estimated Time to completion is about 4 weeks. Total payments are $13,000.00. Payment Terms:

$2,000.00 at beginning of Project
$8,000.00 at completion of basic migration, and upload to Milpitas Fire Department test server.
$3,000.00 at project completion and completion of user acceptance testing.
Customers have the option of payment by check, or credit card (Visa or Mastercard).

All payments are due Net 15. If payment has not been received by 30 days after the submission of the invoice, all development processes will be halted. If work is halted, any deadlines listed in this document or in change orders, will be automatically extended to cover the time that work has been halted.

Richard Carlton Consulting is a certified small business with the State of California.

Schedule of Delivery & Payment – OPTION TWO (consolidation)

After receiving a signed purchase order or this document signed, Richard Carlton Consulting will commence conversion/migration activities on the old database system.   Estimated Time to completion is about 8 weeks. Total payments are $38,000.00. Payment Terms:

$5,000.00 at beginning of Project
$25,000.00 at completion of basic migration, and upload to Milpitas Fire Department test server.
$8,000.00 at project completion and completion of user acceptance testing.
Customers have the option of payment by check, or credit card (Visa or Mastercard).

All payments are due Net 15. If payment has not been received by 30 days after the submission of the invoice, all development processes will be halted. If work is halted, any deadlines listed in this document or in change orders, will be automatically extended to cover the time that work has been halted.

Richard Carlton Consulting is a certified small business with the State of California.

Limitations and Caveats

This proposal does not include SQL conversion/migration/support work.

This proposal does not include conversion work for any Web Publishing.

This proposal assumes that all the databases reside on the same server, and the plugins are not being used with the system.

Starting the Development
This proposal may outline a proposed schedule for development, testing and delivery. However these items are subject to change by RCC, based upon the date of receipt of Purchase Order or other legal authorizing document from Milpitas Fire Department. No development may begin until the Purchase Order or other legal authorizing document is received and is on file at RCC's office in Fairfield, California.

Ownership of Software
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Ongoing Support & Maintenance after Acceptance Period
This proposal does not include a maintenance agreement. Richard Carlton Consulting offers a variety of long term maintenance support agreements. (Example: Some of Richard Carlton Consulting's existing customers elect to purchase 5 hours a month of Service to allow for improvements, and upgrades for their existing databases.) A separate agreement will be necessary for arranging long term maintenance needs.

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system and determine any "known bugs." At the end of this period, final payment is due to RCC.

If bugs are found during this period, the bug will be corrected by RCC, and the Acceptance period will be extended the number of days required to fix the bug. Finding bugs during this period is NOT uncommon, however "due diligence" by the customer in testing the software is required.

Bugs that are found must be bugs that are newly introduced with the converted database, not bugs or issues that existed in the old database.

General Computer Support Issues
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Documentation
Documentation is not included with this project and is available at extra cost.

Closing
Richard Carlton Consulting sincerely appreciates the opportunity
to assist Milpitas Fire Department in its database development
needs. If the foregoing is in accordance with Milpitas Fire
Department understanding, please sign and return the following:
signed purchase order. Upon receipt of the above, we will
immediately commence engagement activities.

Sincerely,

Richard Carlton
CEO, Senior Engineer

_____
Signature (Milpitas Fire Department**)**

_____
Title

_____
Date

APPENDIX A: Communications Protocals:

4. The engineers working this project are <u>Dave Henderson</u> and are best contacted during the hours of 10AM to 6PM at (707) 422-4053.   If difficulty in contacting staff occurs, please call the main RCC office at (707) 422-4053.

5. Client must specify a primary contact for the project, and the preferred method of communications, Phone, Fax, or Email. RCC assumes clients have the ability to open and view PDF documents, i.e. Adobe acrobat Documents as well as Microsoft Word documents.

6. Change Order Procedure: If a request is made by a customer that RCC believes constitutes a "change order," RCC will issue a PDF document to the customer, describing the nature of the change, with the amount of hour and dollars required to complete the change. This document may also indicate a new "completion date" or outline delivery date changes caused by the PDF. This document must be signed and faxed back to RCC.